



Intake protocol

Simple help in determining wear and tear on your leased car to be returned

The intake protocol

At the end of the term of your lease, you hand in your car. To make the inspection of your leased car quick and easy, we ask you to hand in your leased car complete and clean. The car will be inspected by Macadam. It is important to schedule an appointment with Macadam at least five days before returning the leased car at: macadam.eu/nl/nl/diensten/inspectie-afspraak-vwvps/. The appointment must be scheduled for the end date of the lease contract. If the end date falls on the weekend, schedule the inspection on the Friday before or the Monday after. All the wear and tear is assessed for **accepted** and **not accepted** damage in accordance with the intake protocol. Any costs for non-accepted damage and missing items will be charged to you.

Our intake protocol describes and depicts all types of damage to help you understand what criteria are applied when returning the leased car. In addition, you will find a checklist that you can go through before returning the leased car to prevent any oversights on your part.

Accepted damage

Signs of use count as accepted damage. This includes damage caused by normal use of the car. This involves looking at the age and mileage of your car and what accepted signs of use are.

Non-accepted damage

Damage caused by an accident or above-average wear and tear from use of the car requiring repair work.

Tyres



Accepted damage:

- ♦ Minor damage where the canvas is not visible.
- ♦ Returning the leased car on winter tyres and original rims in the period from October to March.



Non-accepted damage

- ♦ Damaged tyres. For example, cracks where the canvas of the tyre is visible.
- ♦ Bulges on the outside of the tyre.
- ♦ Returning the leased car on winter tyres and non-original rims in the period from April to September.

Rims



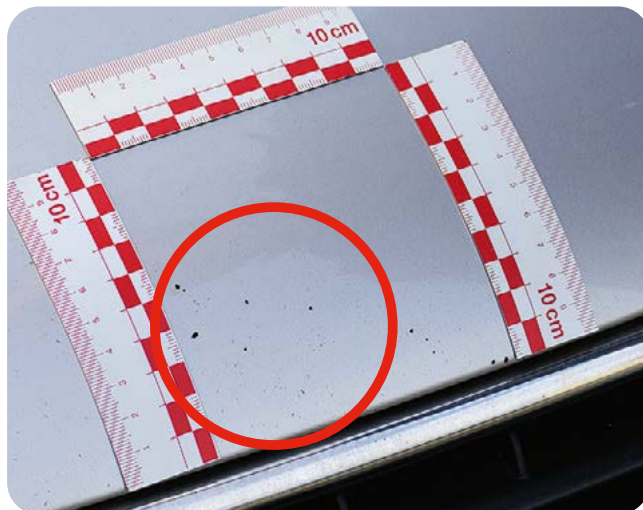
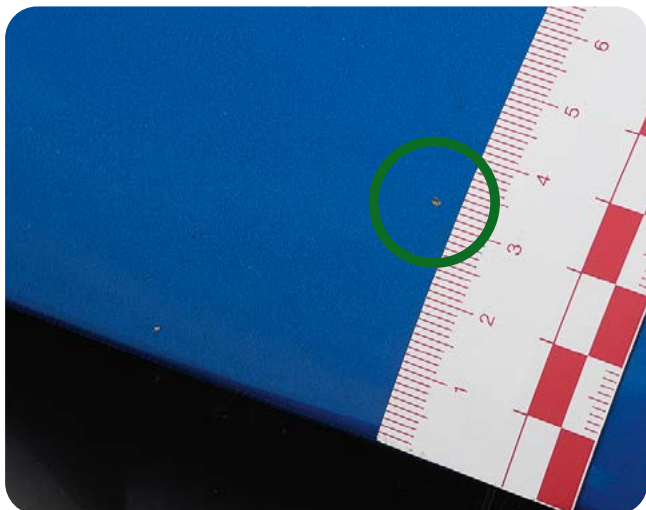
Accepted damage:

- ▶ Light scratches/damage on rims and hubcaps.
- ▶ Original delivered (alloy) rims.

Non-accepted damage

- ▶ Severe scratches/damage on rims and hubcaps or deformation of rims.
- ▶ Steel rims/non-original rims.
- ▶ Steel rims with winter tyres.
- ▶ Cracked, broken and/or missing hubcaps.

Paintwork



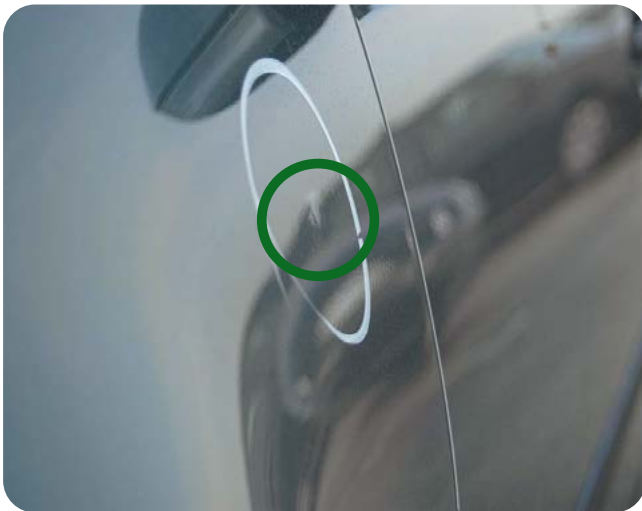
Accepted damage:

- ▶ Shallow scratches that can be removed by polishing.
- ▶ Slight scratch with a maximum length of 8 cm. Up to one scratch per body part.
- ▶ Stone chips on bodywork due to normal use, with a maximum diameter of 2 mm.
- ▶ Light scratches on roof rail due to roof racks.
- ▶ Slight paintwork damage on rear door edge.
- ▶ Shallow light scratches or abrasions on the side mirrors not exceeding 8 cm that can still be removed by polishing.

Non-accepted damage

- ▶ Deep scratches and abrasions that polishing will not remove.
- ▶ Scratches exceeding 8 cm in length.
- ▶ More than one scratch per body part.
- ▶ Deterioration of paintwork (e.g. by bird droppings or stickers).
- ▶ More than 3 stone impacts per 10 cm².
- ▶ Deep scratches or abrasions on the side mirrors exceeding 8 cm that cannot be removed by polishing.

Bodywork



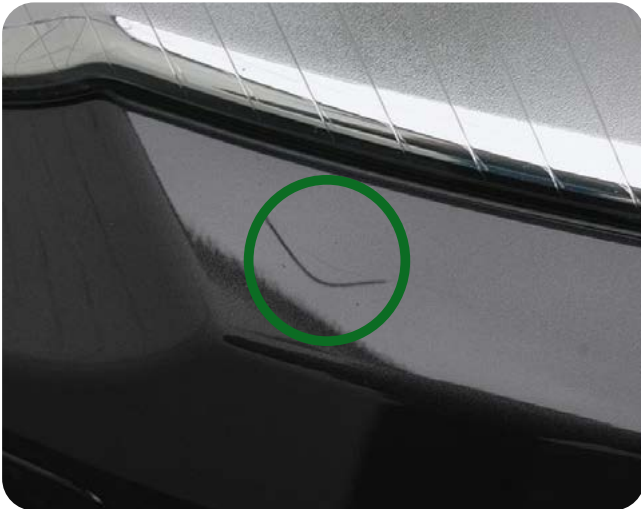
Accepted damage:

- ▶ Light dents with a maximum diameter of 2.5 cm. A maximum of two per body part and without rusting.

Non-accepted damage

- ▶ Dents more than 2.5 cm in diameter.
- ▶ Deep dents less than 2.5 cm in diameter.
- ▶ Dents with rusting.
- ▶ More than two dents per body part.
- ▶ Dents created from within.
- ▶ Hail damage.
- ▶ Cracked side mirrors.
- ▶ Missing parts.
- ▶ Advertising that has not been removed.
- ▶ Holes or damage resulting from dismantling accessories.

Bumpers



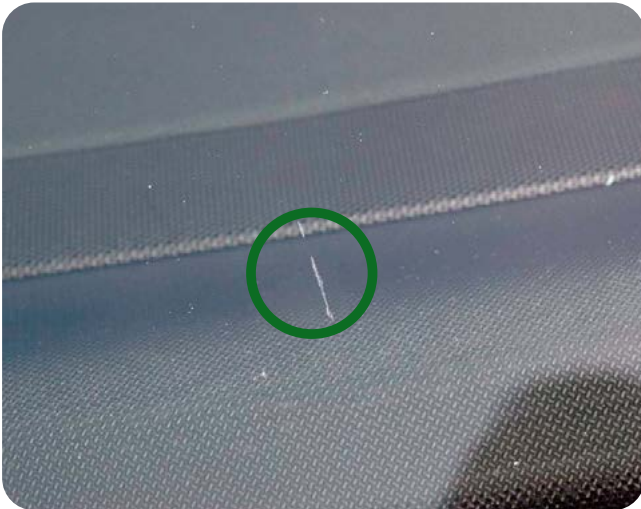
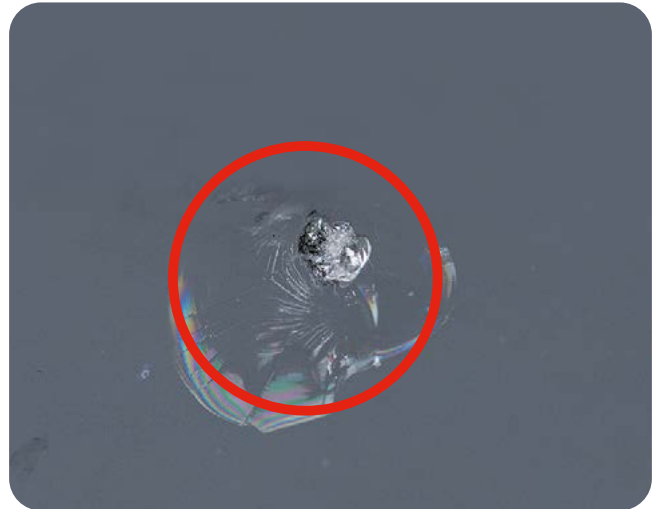
Accepted damage:

- ▶ Slight abrasion on bumper of up to 8 cm.
- ▶ Slight abrasion on bumpers and trim..

Non-accepted damage

- ▶ Abrasion on a bumper larger than 8 cm.
- ▶ Abrasion that polishing will not remove.
- ▶ Cracks or deformations.

Windows and lighting



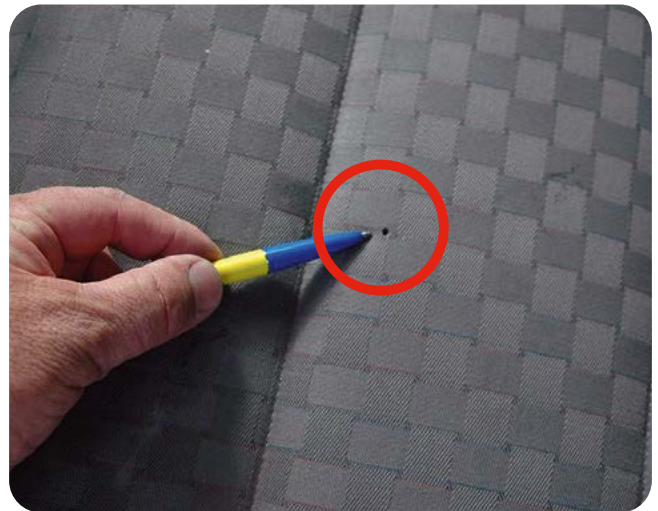
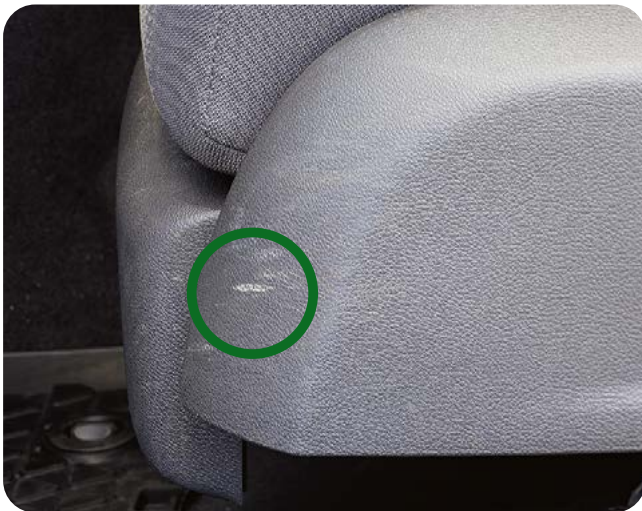
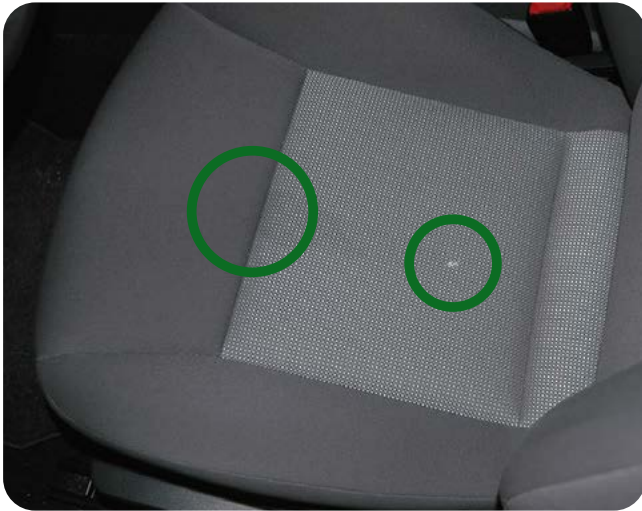
Accepted damage:

- ▶ Reparabele put of ster in de voorruit
- ▶ Light scratches.

Non-accepted damage

- ▶ Unreparable pit or star crack in windscreen.
- ▶ Breaks or cracks in the glass (including the glass of the lighting).
- ▶ Deep scratches and/or scratches of > 8 cm.
- ▶ Poor lighting (LED).

Interior



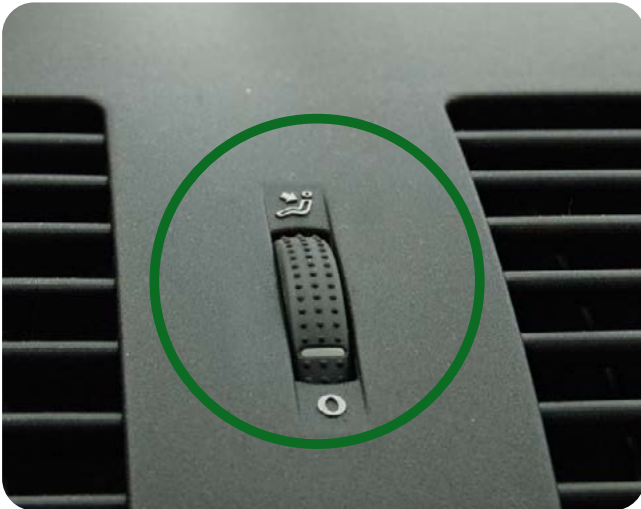
Accepted damage:

- ▶ Signs of use due to wear and tear from getting in and out.
- ▶ Deformation of the seat due to getting in and out.
- ▶ Limited shallow scratches and some discolouration on the roof liner.
- ▶ Abrasion marks on and discolouration of flooring.
- ▶ Signs of use on the handlebars that are not cracked or worn
- ▶ Light stains that can be removed with normal cleaning.
- ▶ Light scratches on an interior part.

Non-accepted damage

- ▶ Stains that cannot be removed by normal cleaning.
- ▶ Cracks/stains, scorch marks or other holes in the seat upholstery.
- ▶ Cracks in the head liner.
- ▶ Holes in flooring.
- ▶ Steering wheel cracked and/or worn.
- ▶ Heavily soiled interior.
- ▶ Foul interior smell or mould.
- ▶ Other wear on the interior caused by careless use.
- ▶ Broken or loose interior parts.

Built-in accessories



Accepted damage:

- ▶ Holes and light damage in the dashboard not in sight.

Non-accepted damage

- ▶ Holes and damage in the dashboard in plain sight.

Gradual influences



Bodywork damage

Damage caused by, for example:

- ▶ foul odour in the interior due to smoking, for example;
- ▶ mould in the interior.

For non-covered claims, you pay all repair costs yourself. Even if the damage exceeds the excess. A full list of non-covered claims can be found in the insurance terms and conditions.

Checklist

Go through this checklist before returning your leased car.

The car will be inspected by Macadam. It is important to schedule an appointment at Macadam at least five days before returning the leased car so that no additional lease term is charged. Schedule an inspection appointment at Macadam here: macadam.eu/nl/nl/diensten/inspectie-afspraak-vwvfs/.

Make sure you remove all your private belongings from the car.

Reset the on-board computer to factory settings, delete your navigation data and disconnect any apps and login details for your privacy.

Accessories purchased by yourself may be removed at your own expense if you do not damage the leased car by doing so.

Registration papers/card.

Maintenance booklet.

Instruction booklet.

MOT report.

All options and accessories you lease with it, such as ski boxes and/or roof racks.

All keys and, if applicable, the code card.

Charging cables (if applicable).

Accessory navigation systems, screens and/or CDs & DVDs.

Warning triangle, lamp kit and any safety vests.

Rear shelf or pull cover.

Tow bar (if removable) and white number plate

Spare wheel or tyre repair kit.

Your fuel card or charging key is no longer valid after expiry; please destroy it.

From October to March, you may return the car on winter tyres. From April to September, the car must be returned on summer tyres.